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State of Wisconsin
Department of Health Services

DIVISION OF LONG TERM CARE

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October 17, 2012

Dear Community Health Partnership Provider:

As noted in our earlier letter to you, the Department of Health Services is working with Community Health Partnership, Inc. (CHP) to facilitate an orderly transition, including the continuity of claims payments, since CHP will not be operating the Family Care or Family Care Partnership programs after this year.

First, the Department and CHP have recently finalized an agreement that will reimburse providers for services authorized by CHP during this transition period.

This important agreement provides assurances to the provider community to continue carrying out its business with the CHP care management and provider relations teams "as usual." This agreement should ensure the continuity of care for enrolled members and continued payment for the important services you provide.

Second, the Department has asked CHP to operate its current programs "as usual." This means continuing to use the service authorization process and the service authorization time frames that have typically been used by the managed care organization (MCO).

While CHP will not be offering the Family Care or Family Care Partnership programs in 2013, the continuity of care for currently enrolled members is this Department's foremost concern.

Last week, the Department announced our intent to award the contract to serve Family Care members in your area to Southwest Family Care Alliance. Since the Department will contract with another managed care organization (MCO) to provide services effective January 1, 2013, the Department has asked CHP to continue to issue service authorizations to allow the successor MCO(s) adequate time to address the operational issues associated with the transition. For example, electronic authorization records will need to be transferred from one system into a new system, and that work cannot be finalized until a new MCO is in place.

Finally, the Department will hold two information sessions with providers on the program choices available to members. Please see the attached schedule for dates, times, and locations.

The Department recognizes the importance of the services that you provide to members of these programs and appreciates your continued support for members during this time of transition.

Sincerely,

A handwritten signature in cursive script that reads "Pris Boroniec".

Pris Boroniec, Administrator
Division of Long Term Care